Alliance Products, LLC
Murfreesboro, TN 37129
1-800-522-3973

OPERATIONS MANUAL

DALPH1002, DALPH1503
PELLET HEATERS

PALPH1002, PALPH1503
PLATE HEATERS

Rev. 1-28

GENERAL INFORMATION …..…… **3**

RECEIVING INSPECTIONS ……. **3**

INSTALLATION …….. **4**

ELECTRICAL …….. **5**

START-UP ……...…….. **6**

CLEANING ……..…….. **7**

TROUBLESHOOTING…… **8**

PARTS LIST / DIAGRAMS …….. **9**

PREVENTIVE MAINTENANCE ..…… **14**

WARRANTY …..……... **15**

SERVICE AND ASSISTANCE…...…….. **15**

RETURN POLICY …… **16**

GENERAL INFORMATION

The Alliance Pellet / Plate Heaters are available in two capacities. These units are designed specifically for use with a wide variety of 9” plastic and stainless steel pellets and plates.

Alliance Pellet / Plate Heaters

Unit No.		**DALPH1002**	**DALPH1503**
No. of Stacks		2	3
Capacity per Stack		43 - 50	43 - 50
Total Capacity		86 – 100	129 - 150
Overall Dimensions:			
Length		33 3/8"	46 11/16"
Width		23 3/4"	23 3/4"
Height		42 13/16"	42 13/16"
Electrical Requirements			
Voltage / Phase		208V / 1	208V / 1
Amperage		16	16
Cycle		60	60
NEMA Plug Configuration		6-20P	6-20P
Shipping Weight (approx.)		270 lbs.	300 lbs.

RECEIVING INSPECTIONS

NOTE: All Alliance units are factory tested for performance prior to shipment.

Upon receipt, the crate should be inspected for visual damage, any damage should be reported immediately to the carrier.

Alliance Damaged Goods Policy

There are two types of damaged merchandise:

A. Visible Damage
B. Concealed Damage

A. Visible Damage – The product being received is visibly damaged.

1. The receiver should refuse the damaged merchandise.

2. The receiver should sign the packing slip "refused merchandise due to damage" when receiving partial shipment.

3. Contact an Alliance customer service representative and alert them to the situation.

B. Concealed Damage – When damaged merchandise can not be externally detected.

1. Save all packing material.

2. Contact an Alliance customer service representative and alert them to the situation.

3. The receiver must call the carrier to schedule an inspection of the damaged merchandise.

INSTALLATION

NOTE: The installation instructions are similar for all models of pellet / plate heaters.

A. Remove all packaging materials from the unit. Remove the protective cardboard from the inside of the unit.

B. All models are equipped with self-leveling mechanisms that are removable through the top of the unit so that adjustments can be made to the extension springs. By adding or removing springs, proper dispensing can be obtained.

C. If a spring adjustment is required, proceed as follows. Lift elevating mechanism assembly up and out of the stainless steel cabinet. Set it on the floor. Disconnect but do not remove any unnecessary springs from the elevator carrier and replace mechanism back into the heater.

D. See **ELECTRICAL** and **START-UP** sections before plugging unit into power supply.

ELECTRICAL

Refer to the specifications data on page 3, the serial label, your local code or the National Electrical Code to be sure the unit is connected to the proper power source. A protected circuit of the correct voltage and amperage must be available for connection of the line cord. Place the unit near enough to the electrical outlet so the power cord is not stretched or strained. Once the unit is properly located, push down on the two caster brakes to lock them into place. **All dish heaters are provided with a NEMA plug type 6-20P.**

WARNING

Every heater is fitted with a grounded power cord and must be connected to a properly grounded receptacle. Each receptacle must be wired to a dedicated circuit breaker rated at not more than 20 amps.

WARNING

To prevent electrical shock hazard, the main power switch must be turned to "off" position and the heater disconnected from the power source whenever performing service or maintenance.

WARNING

Hazardous voltage inside back of cabinet. Only qualified personnel totally familiar with electrical circuits, service manual, and service procedures should open or work inside unit.

WARNING

Unit must not be run continually and must be turned off between meals. Otherwise, unit may shut off automatically requiring service reset. Warranty may be voided if used improperly.

START-UP

A. Overview

These units are designed to heat plastic or stainless steel pellets or plates. The fan motor, heating element, and power indicator light will come on once the unit is turned on. There is a power indicator light to let the operator know the power is on.

The fan motor will begin to circulate the heated air in and around the plates in a convection process that promotes a quick and even heat absorption by the pellets.

Once the air inside the cabinet has reached the desired and preset temperature, the thermostat will continue to maintain this temperature by regulating the power to the heating element. The fan motor will run as long as the unit is energized.

B. Loading

Load carrier shelf by carefully stacking the pellets / plates in each cavity. Always keep the load leveled on the shelf or it could bind.

C. Power

Set the power switch to the "ON" position. The power switch will light up when the unit is on.

Keep the cover closed completely to insure proper and efficient heating.

Depending on the stack size, and the pellet / plate material, the heating time will vary. The heater should always be turned on 60 to 90 minutes before dispensing.

D. Dispensing

CAUTION

Operators should always wear gloves or use pellet / plate lifters when dispensing.

After the unit is turned off, the pellets / plates remaining inside the unit will remain hot for some time.

CLEANING

CAUTION

Make sure unit is unplugged and cool before attempting to clean.

The following procedures should be followed during the regular cleaning routine on all of the pellet heaters.

1. Turn the unit off, disconnect the plug from the outlet, and allow the cabinet to cool. Remove plug by pulling it straight out. **Never pull on cord**.

2. Pull the elevator mechanisms up and out, place them on a work surface. You can wipe down the mechanisms with a damp cloth to clean them.

3. Clean out any debris inside the cabinet and wipe the cabinet down with a damp cloth.

4. Place the elevator mechanisms back inside the cabinet and clean the outside of the cabinet with a mild, non-abrasive soap or detergent in a warm water solution. A commercial stainless steel cleaner can also be used for this procedure.

NOTE: Do not use abrasives, harsh chemicals, or chlorine products for cleaning.

WARNING

Do not steam or pressure clean or hose down the cabinet. This could damage the equipment and possibly cause an electrical shock to the operator.

WARNING

Repairs should be done by qualified service personnel only.

TROUBLESHOOTING

CAUTION

Thermostat adjustment should only be made only by qualified personnel.

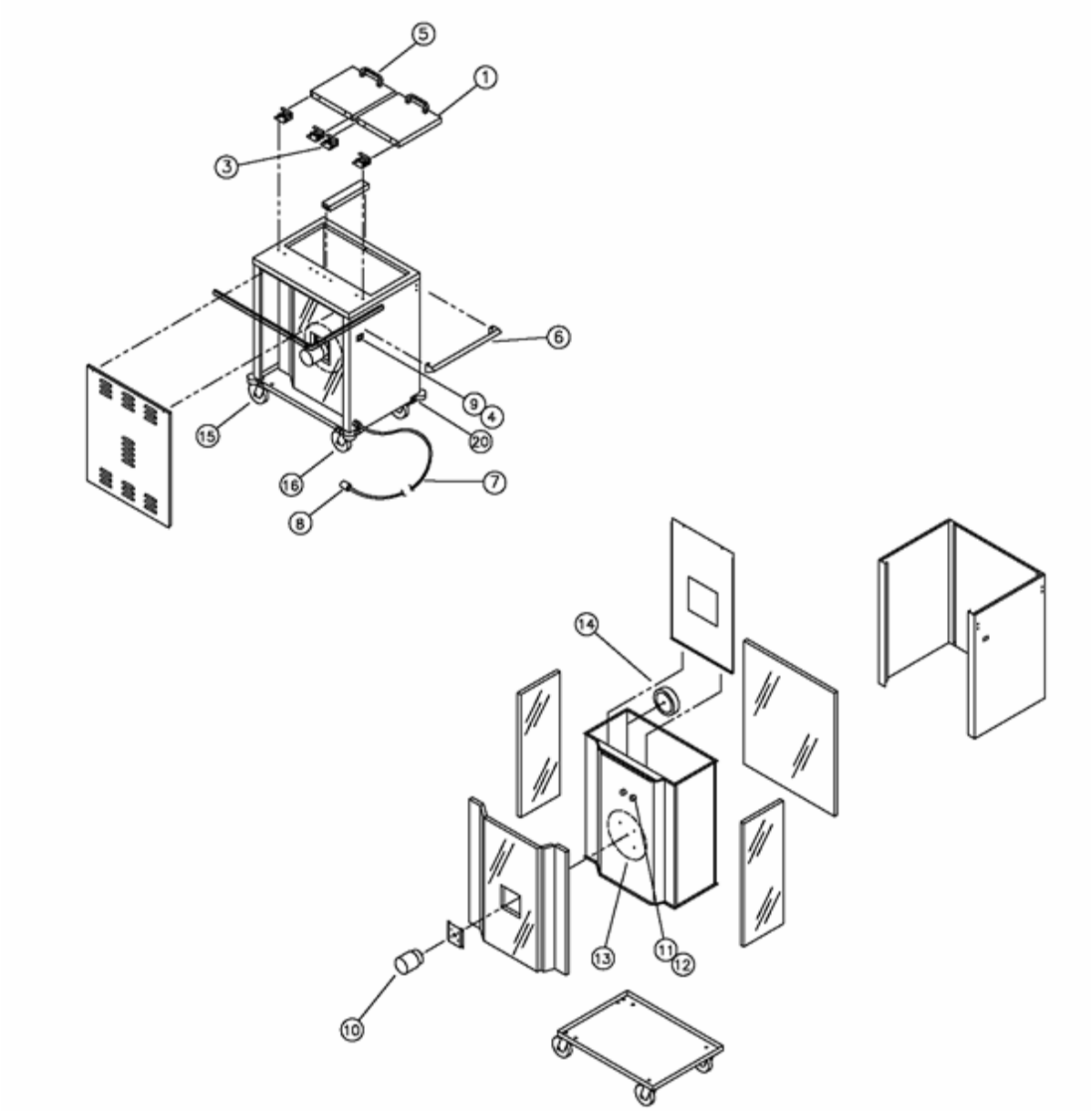
Complaint	Problem	Solution
A. Unit does not heat but	1. Open high limit thermostat.	1A. Push reset button.
fan operates.		1B. Check for causes before restarting
		equipment.
		1C. Replace hi-limit thermostat.
	2. Loose wiring.	2. Check and secure wiring.
	3. Defective heating element.	3. Replace heating element.
B. Unit heats, but fan does	1. Defective motor.	1. Replace motor.
not blow.	2. Jammed or loose fan blade.	2. Replace or tighten blade.
	3. Loose wiring.	3. Determine fault and correct.
C. Unit does not operate	1. No power.	1. Make sure plug is connected and switch
and light does not come		is ON. Check for power to receptacle.
on.	2. Bad power switch.	2. Replace power switch.
	3. Loose wiring.	3. Check and secure wiring.
D. Pellet / plate temperature	1. Thermostat set too low.	1. Readjust thermostat.
Is too low, fan operating.	2. Jammed or loose fan blade.	2. Replace or tighten blade.
	3. Cover is open.	3. Close cover.
E. Pellet / plate temperature	1. Thermostat is set too high.	1. Readjust thermostat.
Is too high, fan operating.	2. Closed thermostat.	2. Replace thermostat.
	3. Closed high limit switch.	3. Replace high limit switch.
F. Cover is loose.	1. Hinge screws are missing or	1. Replace or tighten screws.
	loose.	
G. Dispenser binds.	1. Improper springs.	1. Depending on contents use correct
		number of springs, Make sure identical
		number and size of springs are on each
		elevator.
	2. Debris on guide rods.	2. Clean off debris.
H. Cabinet does not roll easy.	1. Debris on wheel or axle.	1. Clean out debris.
	2. No lubrication.	2. Lubricate axles with load bearing grease.
		Lubricate swivel bearings with 30-weight
		oil.

PARTS LIST / DIAGRAMS

			PALPH1002	DALPH1503
			DALPH1002	DALPH1503
ITEM NO.	DESCRIPTION	PART NO.	QTY.	QTY.
1	Lid Assembly – End	015A00101	2	2
2	Lid Assembly – Center	015A00102	---	1
3	Hinge	50681-01	4	6
4	Switch Guard	50907-01	1	1
5	Lid Handle	052P00108	2	3
6	Push / Pull Handle	015A00301	1	1
7	Cord - 10 ft. Length	---	1	1
8	Plug - NEMA 6-20 Straight Blade	017P00101	1	1
9	On / Off Switch	030P00109	1	1
10	Motor - 208 / 230V, 60hz 1ph. 3200 rpm	012P00101	1	1
11	For DALPH1002 and DALPH1503 Models:	---	---	---
	Thermostat – Adj. - 250 deg. – 290 deg F	032P00305	1	1
	For PALPH1002 and PALPH1503 Models:	---	---	---
	Thermostat – Adj. - 135 deg. – 170 deg F	032P00307	1	1
12	Thermostat – Hi-limit	032P00306	1	1
13	Heating Element - 208V	015P00104	1	1
14	Fan Blade - 5/16" Bore	013P00103	1	1
15	Caster - 5" Swivel	011P00215	2	2
16	Caster - 5" Swivel w/ Brake	011P00216	2	2
17	Dispenser Spring	063P00103	20	30
18	Dispenser Bushing	054P00502	8	12
19	Dispenser Assembly	SL50	2	3
20	Corner Bumpers	070P00109	4	4

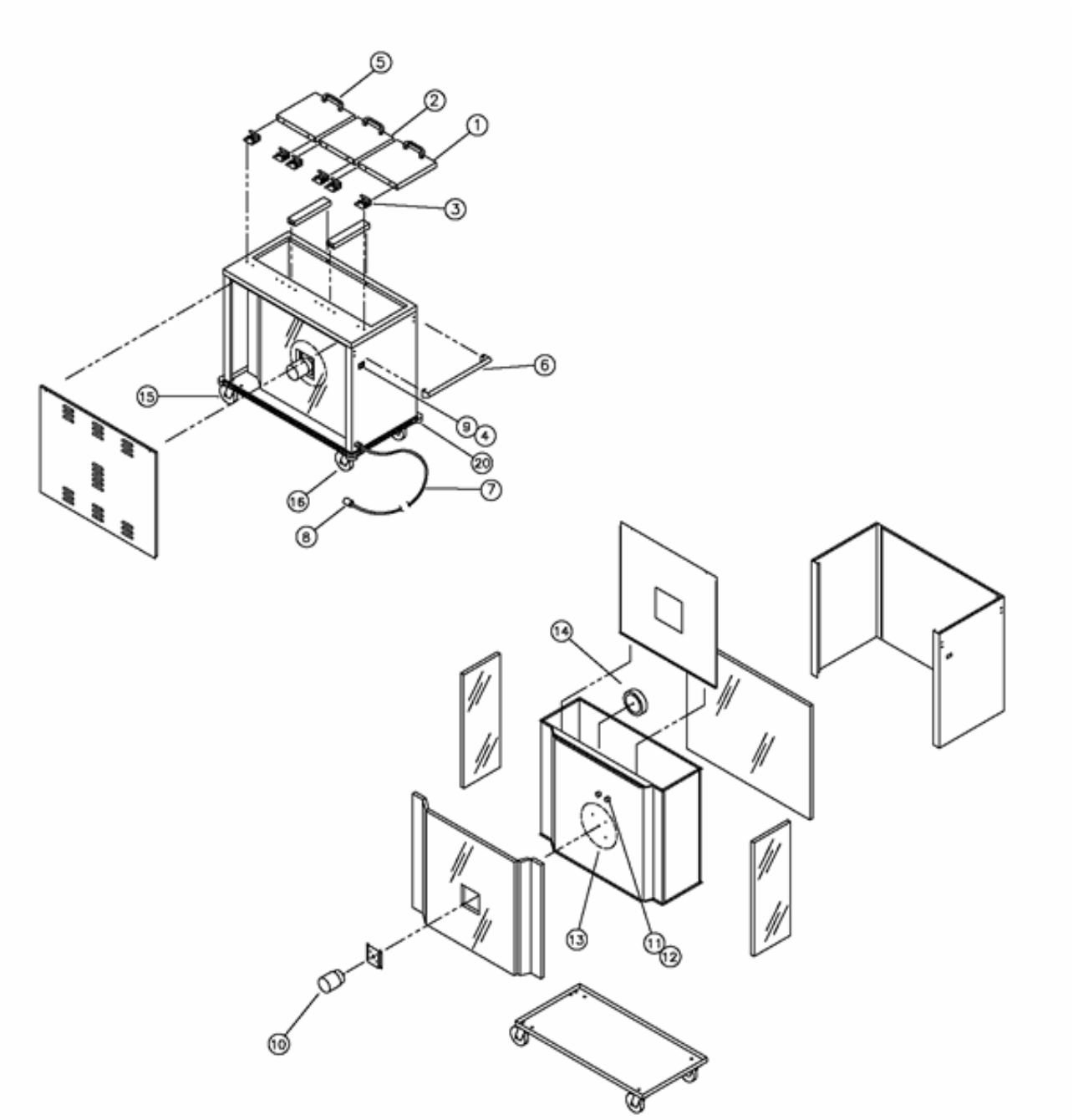
DALPH1002 / PALPH1002

Exploded View Drawing



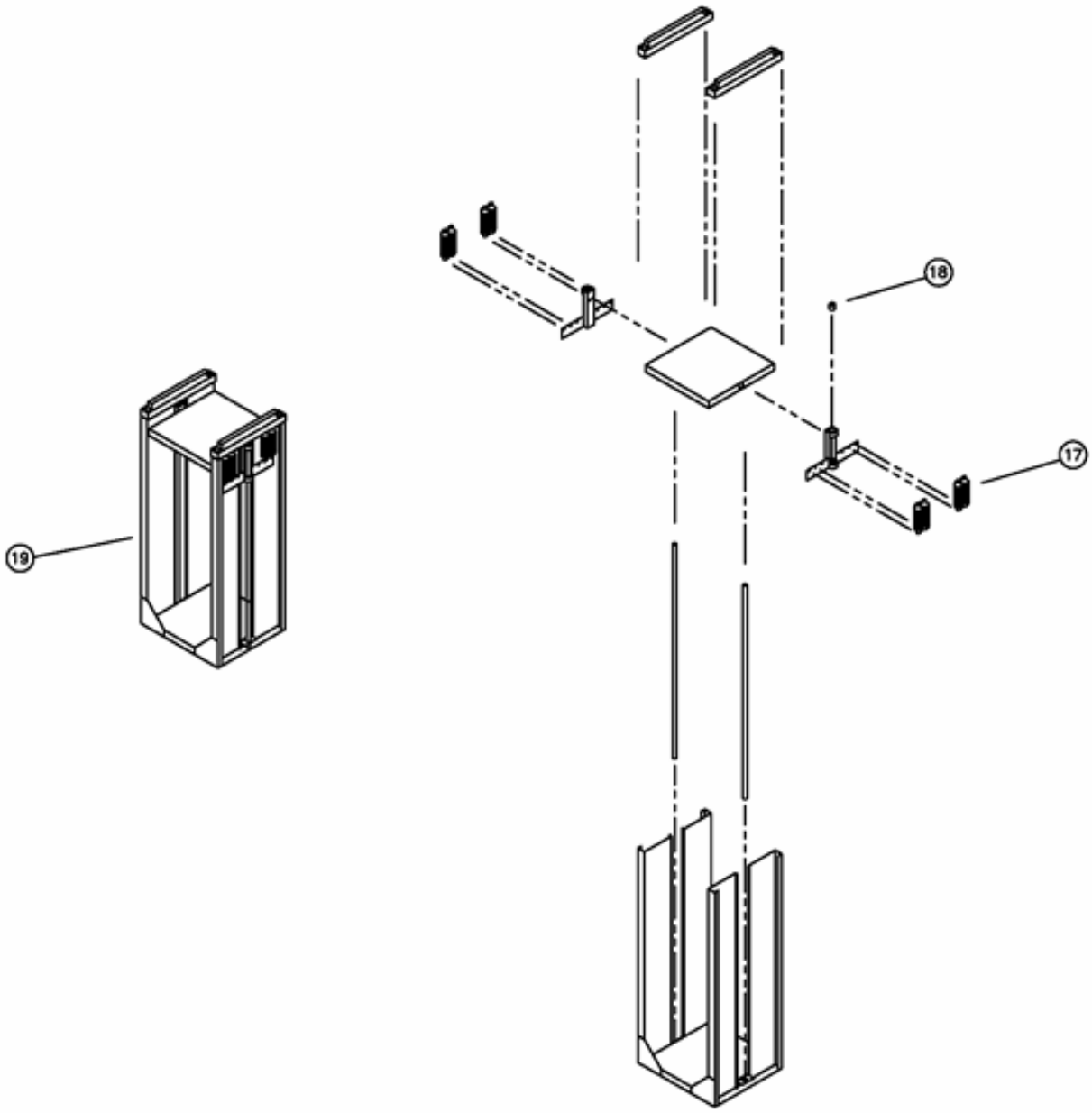
DALPH1503 / PALPH1503

Exploded View Drawing

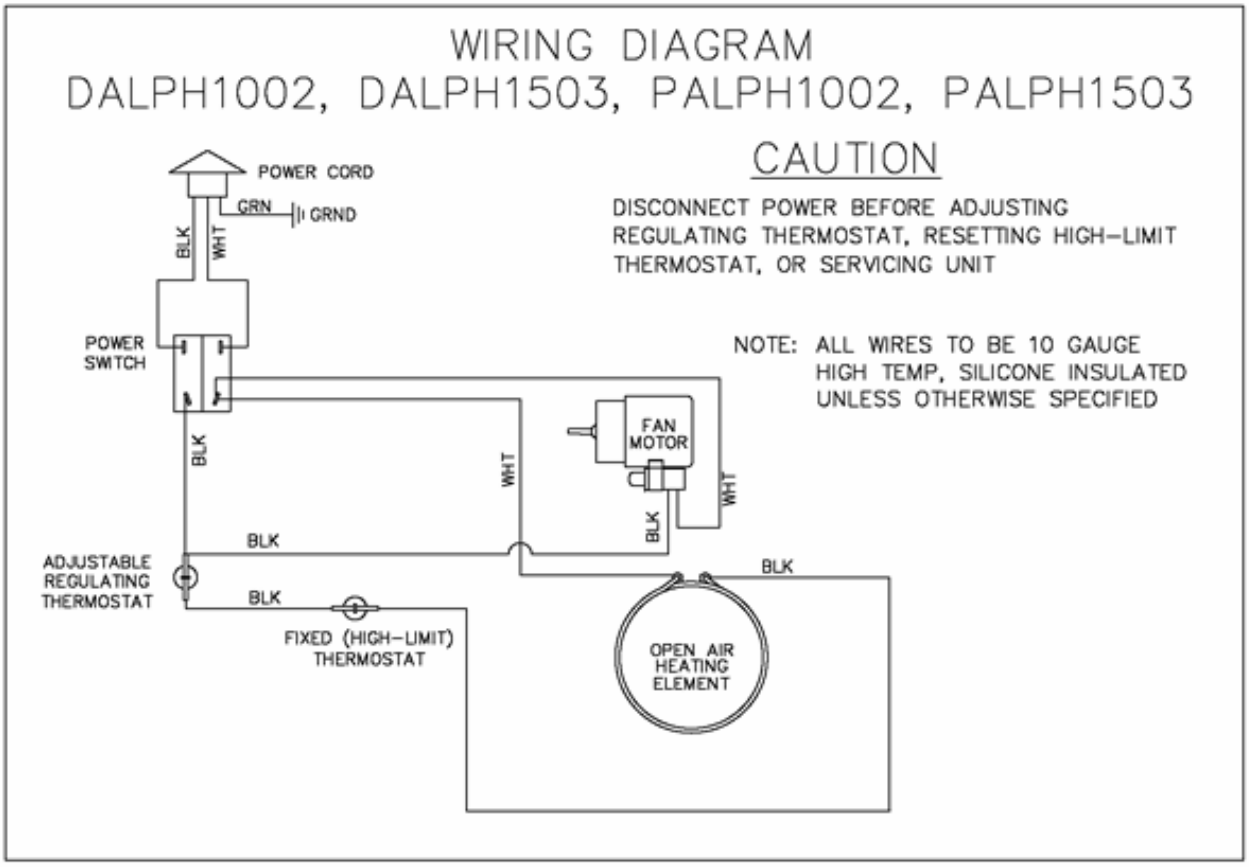


Dispenser Assembly

Exploded View Drawing



Wiring Diagram



PREVENTIVE MAINTENANCE

Casters

1. Check casters for freedom of movement and proper brake operation.

2. Maintain casters free of debris. (mop strings, paper, plastic, hair nets, etc…)

3. Clean or replace as required.

Cord and Plug

1. Inspect plug blades for distortion and replace if any blades are missing, bent or broken.

2. Inspect cord wiring for integrity at termination points by having qualified service person remove the back panel from the cabinet. Make sure the cord sheathing extends into the cabinet interior. If wires are showing on the outside of the cabinet, remove the unit from use and have repairs made before turning on power to the unit.

Dispensing Mechanism

1. Periodically check springs for proper dispensing by filling each cavity with pellets / plates and checking to see that it indexes as they are removed. If pellets / plates do not index properly, and unit is not overloaded, adjust or replace springs.

WARRANTY

One year on parts – 90 days on labor.

Alliance provides to the original purchaser, only, a warranty for the DALPH1002, DALPH1503, PALPH1002, AND PALPH1503. This warranty covers products and parts which prove to be defective in materials or workmanship within one (1) year of the date of shipment from the ALLIANCE factory. Repair or replacement will be at the option of ALLIANCE and will be f.o.b. the ALLIANCE factory. Warranty includes ninety (90) days for labor from date of shipment. Prior written authorization from the ALLIANCE customer service department is required before any component parts or equipment can be accepted by ALLIANCE for repair, replacement, or credit under this warranty. This warranty shall not apply if it is determined by ALLIANCE that equipment or parts have been used other than in accordance with the operating instructions, subject to abuse or misuse, damage through no fault of ALLIANCE or its employees, or altered by someone other than ALLIANCE or its authorized agents. This warranty is exclusive and in lieu of all other warranties express or implied, or statutory, including the implied warranties of merchantability and fitness. In no event shall ALLIANCE be liable for any delay in the performance of this warranty due to causes beyond its control.

SERVICE AND ASSISTANCE

In Warranty Service – Call the Alliance Customer Service Department at **1-800-522-3973**. Parts are stocked at the factory and will be provided to a local authorized service agency.

Out of Warranty Service – Same as above except parts will be billed to the customer or the service agency as dictated by the customer. Labor will be billed by the agency.

Technical Assistance – Write down the nature of the problem and any symptoms along with any other information that might prove helpful in solving your problem. Then call the Alliance Customer Service Department at **1-800-522-3973**.

ALLIANCE

Return Policy

No product may be returned to Alliance without Alliance's prior written approval. Transportation charges are to be prepaid by the Buyer.

Returned goods are subject to Alliance's inspection and acceptance. Alliance may, at its discretion, replace any or all returned items within a reasonable time after Alliance determines that the returned goods are not in accordance herewith: and in such event Alliance shall not be liable for any damage arising from the defective delivery or delay caused thereby. When expressly authorized by Alliance in writing, unused products may be returned to Alliance subject to service handling, restocking and rebuilding charges to "as new" condition.